

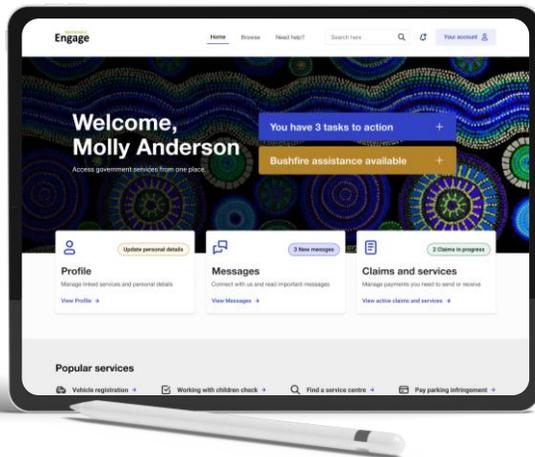


# GovConnect Engage

A human-centric, easy to use, accessible and responsive customer experience layer.

Powered by [Salesforce](#).

Creating a seamless experience, boosting public perception and trust, and enabling cost savings.



## FEATURES

### User experience

Enable users to easily navigate the platform and access the services they need with ease.

### Accessibility

The front door should be accessible by everyone, regardless of their technical skills or abilities. The platform should comply with relevant standards and guidelines.

### Security & Privacy

Users will be sharing sensitive information, so robust security measures and strict privacy policies must be in place to protect user data and maintain trust.

### Integration

Legacy systems must be considered, and a successful front door should feature seamless integration with existing databases, CRM and CMS systems, an external APIs

### Scalability

The front door needs to scale over time to accommodate increased traffic, new features and additional services. This means a flexible architecture and infrastructure that can adapt and grow as needed.

### Personalisation

A front door must allow the user to tailor their experience to their individual needs. This will lead to better engagement and trust.

## BENEFITS



Uses Deloitte's highly customisable, fully modular design system for Experience Cloud, CoreUI. It is a collection of LWC components to accelerate design and elevate the UX for Experience Cloud implementations.



GovConnect Engage enables government to work better for citizens.

- Reduce user errors through clear, user-friendly UI/UX that makes services and information easy to find.
- Increased accessibility for those with disabilities.
- Reduced support requests through self service capabilities



A citizen-centric solution for people to have access to all their government services in one place.



Continuity of information, secure communication, and reduction of manual workload on staff

## CONTACT

**David Azzi**  
Senior Engineering Lead  
Deloitte AU  
[aazzi@deloitte.com.au](mailto:aazzi@deloitte.com.au)

**Bryce Marshall**  
Director  
Deloitte AU  
[bmarshall@deloitte.com.au](mailto:bmarshall@deloitte.com.au)